



Have your  
say about  
Riverside.

Customer  
Voice

**RCVE 2021 Meeting 1- Thursday 4<sup>th</sup> February 2021 – 1630-1800**  
**Via Microsoft Teams**

**RCVE Members:** Margi Kelly (MK), Viv Fleming (VF), Peter Taylor (PT), Cameron Dougherty (CD), Vic Andrews (VA) - (Chair), David Otty (DO), David Brooks (DB), Clive Calow (CC), Paula Carr (PC), Nina Lees (NL)

**Riverside Staff:** Tonia Punter-Ojong (TPO), Patrick New (PN), Stephen Elliott (SE), Rachel Hayes (RH), Charlene Little (CL), Stephen Hewitt (SH), Angela Thorn–Impact (AT), Joe Robinson (JR), James Rae (JR), Lee Buss-Blair (LB)

**Apologies:** Richard Nicholls (RN)

**Agenda**

**Welcome by Chair**

**Presentation by Angela Thorn on ‘The Customer Journey’** (slides previously sent to RCVE)

AT went through the presentation on Customer Satisfaction & Customer Insight. The presentation explained the objectives of the three groups set up to drive improved customer satisfaction.

Three task groups have been set up to look at:

- Standard Operational Procedures (SOPs)
- First Contact Resolution (FCR)
- Customer Journey Mapping (CJM)

Q & A:

**What percentage of satisfaction would you like to get to?**

Answer; Over 90% but this will take a few years to get there as the processes need time to imbed

**How is FCR performance measured?**

Answer; Karen Dooley is working on this at the moment and the RCVE will be updated further on this once agreement is reached.

**Are all business streams involved in this?**

Answer; Yes, all business steams are

**Can the RCVE be kept up to date with progress?**

Answer; Yes, we can update when you ask for updates

**Where is the Customer voice within each of these groups?**

Answer; Help is needed in the Customer Journey mapping

VA stated that the RCVE would like to see involvement in all groups

**Are Evolve having the same training too?**

Answer; Yes, they are by an external organisation called Elevate

**Presentation by Joe Robinson**



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**This presentation utilized Slido.**

JR asked the RCVE for their views on:

- What do you believe would be the most effective way of encouraging residents to sign up for the potential Riverside smartphone app?
- What do you believe would be the most effective way of increasing MyRiverside membership?
- What's the one change you would like to see us make to improve digital communications?
- What are the best things we do communication wise?
- What are the worst?
- How would you describe Riverside communication at the moment?
- With 1 being low and 10 being the highest, how would you rate Riverside communication?

The RCVE went through all the questions and provided feedback which JR will use going forward and share this with the RCVE.

### **Minutes of Previous Meeting (October 2020) & Matters Arising**

We reviewed and approved the Minutes of 8 October 2020, Secretary to file.  
Any matters arising are on the agenda today.

### **Update on impact Housing:**

The Impact integration with Riverside is expected to be completed by September 2021. The RCVE have extended an invitation to a current Impact customer to apply to sit on the committee.

### **Update LCR Voice Accounts:**

This has been on hold since last year, primarily related to Covid. RH to await instruction from the RCVE to contact the Liverpool voice for an update.

### **Update I-Community & Together with Tenants:**

VA gave an update on the I-Community stating that a survey went out earlier this week to members asking for their feedback on one of the 6 articles of the Together with Tenants Charter. This first survey focused on **Voice & Influence**. Once the results have been collected and analysed by the Business Information Team, they will be shared with the RCVE. The intention is to survey on all 6 elements of the TWT charter.



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### **Estate Service Tenders:**

VA advised that there will be a meeting in March 21 to discuss the new tenders with Stephen Lewis. VA stated that the RCVE have been asked to supply members to be part of the procurement process and those who wish to take part will have to devote a large amount of time to this as it will be a big piece of work.

### **Operator on Way/Teams - PT and Tonia (5mins)**

The RCVE will now receive a separate update on this.

### **NSC Update – Margi (5mins)**

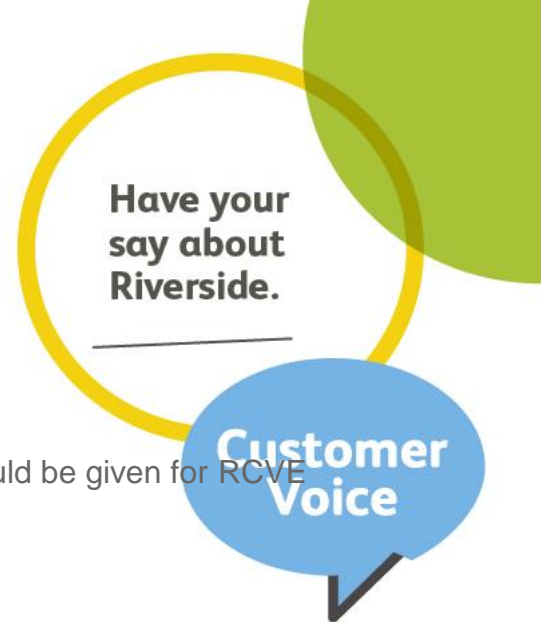
- Riverside are in negotiations with Guinness Partnership over transfer of 580 properties (428 rentable) in Liverpool City Region. Completion forecast for around May 2021.
- Because of Covid 19 ongoing with Lockdown, Repairs are restricted to Emergencies, Urgent & Essential works only.
- There have been no evictions for rent arrears in 20/21.
- As of November 2020, over 15,000 customers are registered for “My Riverside”
- Over 2/3rds of customers have logged in within the last 3 months of Sep/Nov 2020.
- In December 20 Riverside created first Digital Team in the CSC solely dedicated to handling all customer queries via Email, Web Chat & Social Media Channels

### **Board Update – Cameron (5mins)**

As a result of Covid there is an increasing focus on cost-reduction across all areas of Riverside, although the savings being aimed for are relatively modest. A considerable part of the forecast saving is expected to come from Customer Service efficiency improvements rather than any cessation of services. To this end the IMAX and Money Management functions have been protected, and the CSC expects to see a natural reduction in costs as a result of the increased flexibility in agent schedules that PN has recently negotiated.

VA asked: Did either RCVE member receive assistance from Governance with respect to the reports they gave – Both answered No.

VA stated that in the absence of the final outcome of the Governance Proposal back in September 2020, there still seemed to be some confusion over what parts of that proposal has



been implemented, including the commitment that assistance would be given for RCVE members to report back to RCVE. PN to investigate and report back

**Facebook Hubs - Rich (5mins)**

RN was unable to attend the meeting so CD gave a brief update on the activities on the Hubs, about the 2 Masterclasses recently delivered (Money Management and Budgeting), as well as an overview of the calendar which is now in place to manage future activities on the FB Hubs.

**C & S Steering Group Report – Margi**

This steering group consists of MK, CC and CD and monthly meetings are taking place. A further, in detail update on this to be provided to the RCVE on 10 February 2021

**London Regeneration - Independent Tenant Advisor - Rich (5mins)**

CD provided an update. An ITA, Ray Coyle, has now been recruited for the Friar’s Close development in Southwark. This was a result of a competitive bid, with 3 finalists, all interviewed by CD and RN in a process agreed with Riverside. Bi-monthly meetings will now be held with Ray, the RCVE representative, any potential scheme tenant we recruit, and Riverside key staff, to look at the engagement and support activities being pursued by Ray.

**OPS Update – Cameron**

The OPS steering group continues to meet and track the RCVE Scrutiny Actions for Planned Maintenance. These are monthly meetings, and progress is being tracked via RAG status.

Of the 29 actions recommended by the SWG the current status is:

Qty	RAG Definitions
19	Action Completed
5	Action in review and progress
1	Action not started
4	Action not agreed but with review

A further, in detail update on this to be provided to the RCVE on 10 February 2021 by CD



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### Scrutiny Matrix - Cameron and Rachel

CD and RH have continued to refine the Scrutiny Matrix and selection process based on Riverside's customer strategy (People, Homes, Places) as well as the 6 elements from the TWT Charter.

1=100%, 2=120%, 3=140%	PEOPLE	HOMES	PLACES	Weighting
Relationships				
Communication				
Accountability				
Voice & Influence				
Quality				
When Things Go Wrong				

CD and RH to present detail to the RCVE on 10 February and agree next steps.

A list of potential scrutiny projects is being maintained and the RCVE will be invited to add to it via email from RH.

Selection of the next scrutiny will be conducted over the coming 4 weeks, and we will once again engage with Tpas for consultancy services.

### Complaints Update – Cameron (5mins)

One new complaint has been received relating to mutual exchange, and a panel will be assigned by Officers on 10 February 2021.

We have 2 complaints currently “on hold”. Once face-to-face meetings are resumed, we will reopen and progress.

### Finance Statement – Peter

The accounts have not yet completed audit, so this is carried over until the following meeting.

E & D – Stephen



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Currently the RCVE are not required to complete any specific E & D training, and this is likely to impact our ability to complete EIA tasks, given that knowledge is likely to be unequally spread across the group.

Additionally, we discussed the opportunity of mandating “unconscious bias” training to the group to further strengthen our capabilities in representing all tenants and leaseholders. TP will revert once suitable trainings have been identified.

VA again referencing the recent Governance proposal, stated that the RCVE had not received any response to its request that All RCVE members be given access to Learning Zone, as this would be a great learning tool for us.  
PN to investigate and report back.

**Meeting Closed 1805**